



Battery Replacement FAQ

(Note: Only applicable for subscribers who sign up for the MobileSwop Unlimited Premium or MobileSwop Family service between 1 August and 31 October 2024 and Mobile Starter before 13 December 2024)

Product Page FAQ ([link](#))

Updated: 26 May 2025

1. What is a battery replacement service?

Subscribers who sign up for the MobileSwop Unlimited Premium or MobileSwop Family service between 1 August and 31 October 2024 and Mobile Starter before 13 December 2024 are eligible to 1 battery replacement at \$79 within 12 months. Visit <http://www.mobileswopunlimited.com/> to access the service portal

2. Will I have access to Battery Replacement Service if I terminate my MobileSwop program?

No, if you terminate your subscription, your access to Battery Replacement will not be available to you.

3. Is there a warranty on Battery Replacement?

Battery Replacement comes with free 12-month warranty, against any manufacturing malfunctions or defects, except battery degradation. To request a warranty, visit www.service2u.asurion.com/singtel.



4. How long will it take for the Battery Replacement to be completed?

Time the request is submitted	Pick-up time (Mon – Fri)	Return Time (Mon – Sat)
Before 2pm, Mon - Fri	By 4pm, same business day	2 days* from pick-up day
After 2pm, Mon - Thu	Before 4pm, next business day	2 days from pick-up day
After 2pm on Fri and Whole day on Sat and Sun	Before 4pm, next business day	2 days from pick-up day

*Mobile phones picked up on Friday will be returned on Tuesday. Business days are Monday – Friday. No pick-up and return service on Sundays and Public Holidays.

5. What happens if my Battery Replacement is not successful?

If your mobile phone is found with other damages and/or diagnosed to be ineligible for repair at our Repair Centre, you will receive a SMS notification to contact us for the next course of action.